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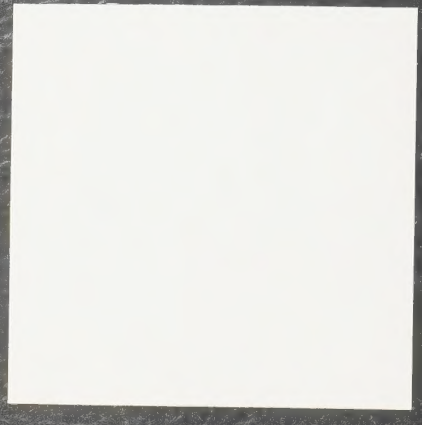
EMPLOYMENT SUPPORT INITIATIVES



THE REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

Department of Social Services
119 King Street West, 13th floor
Hamilton, Ontario

526-4333

Mailing Address:
P.O. Box 910, Hamilton, Ontario
L8N 3V9

EMPLOYMENT SUPPORT INITIATIVES

DRAFT

EXECUTIVE SUMMARY

FEBRUARY, 1987

Prepared by: Employment Services Unit

In order to be competitive in obtaining employment, an individual must have more than the entrance requirements of being healthy and eager. In today's world, disadvantaged groups in our society, such as sole support parents on social assistance have barriers which render them either marginally employable or totally unemployable. Barriers, which include low education and skills, child care requirements, lack of experience, and an overall inability to clarify goals or the direction to obtain goals, result in individual frustration and continued dependance on social assistance programmes.

This submission for an Employment Support Initiatives proposal in the Hamilton-Wentworth Region is intended to assist sole support parents in obtaining meaningful employment by reducing the many and varied barriers they face.

Many of the barriers faced by sole support parents are not specifically job related, but must be alleviated in order for the individual to have a realistic chance of obtaining employment.

Further, the Employment support Initiatives Project will assist sole support parents to develop their employment goals and alternatives within a supportive, non-threatening atmosphere.

The programme design will contain structured parts which are intended to meet the needs of the groups. However, each part will be sufficiently flexible to adjust to the unique aspects of each group.

Individualized plans will also be developed which will supplement the information shared within the group. These individualized plans are designed to address the specific barriers which individuals may have and are unique to themselves.

The programme is intended to assist sole support parents, through group and/or individual counselling to reduce the level of frustration, and increase self-reliance in order to change their daily lives and find meaningful employment.

The objectives of the programme are difficult to meet but can be achieved by an empathetic, knowledgeable staff within an atmosphere conducive to the elimination of an individual's personal and employment related problems.

* <u>INDIVIDUAL ASSESSMENT AND ESTABLISHMENT OF REALISTIC EMPLOYMENT GOALS:</u>

a) assessment of recipients level of employability and the identification of strengths and weaknesses allows for the design of realistic soultions to a clients obstacles to employment which precedes the establishment of attainable employment goals.

b) assists Income Maintenance workers to conduct (in accordance with the Regulations) a more efficient monitoring of clients job search efforts and progress.

* IMPLEMENTATION OF CORRECTIVE ACTION TO BREAK THE WELFARE CYCLE:

a) employment counselling affords recipients opportunities to implement corrective action leading to eventual integration into the labour market.

b) provides opportunity for specialized in-depth assessment of "repeaters" to determine circumstances impeding employment.

* PROMOTES WORK READINESS THROUGH:

a) individual assessment and the development of individualized training and employment plans.

b) provision of the necessary financial supports to offset costs associated with participation in an employment program.

c) provision of pre-employment training and job search techniques counselling.

d) provision of follow-up supportive counselling to promote job maintenance.

* FACILITATES GREATER UTILIZATION OF COMMUNITY RESOURCES:

a) as an information source the Employment Support Unit facilitates the most effective and profitable use of employment centered resources in municipalities by social assistance recipients.

b) increases access and utilization of CEIC training and employment vacancies resulting in:

i) removal of recipients from assistance or reduction of assistance resultant from commencement of training and the issuance of federal training allowances.

ii) removal of recipients to productive employment.

* SUPPORTS FUNDAMENTAL PHILOSOPHY OF PROMOTING FINANCIAL INDEPENDENCE:

a) employment programs support the fundamental philosophy of providing assistance to needy unemployed but employable persons and promoting financial independence.

* ENHANCE SOCIAL SERVICE DEPARTMENT CREDIBILITY AND PROMOTES COMMUNITY AWARENESS:

a) employment programs enhance the credibility of Social Service Department within the business community and increase community awareness of the supports available to social assistance recipients.

b) employment programs possess the potential to increase linkages for participants between a wide range of

agencies and services and improve communication pertaining to client's needs within the community.

* COST EFFECTIVE-MINIMIZE SOCIAL ASSISTANCE EXPENDITURES:

a) minimize social assistance expenditures by preventing future dependency and promoting self-sufficiency.

* SUPPORTS THE CONCEPT OF "ONE-STOP-SHOPPING":

a) given the current trend towards an integrated delivery system, municipal involvement in the delivery of employment services supports the concept of "one-stop-shopping".

b) the in-depth Income Maintenance documentation process facilitates the identification of a comprehensive range of client needs. Few other delivery agents possess equivalent knowledge of this client group's needs.

Project Cost

Year One May 1 - December 31, 1987

	Provinical	Regional	Total
Operating Expenses	$ 154,720	$ 44,110	$ 198,830
Child Care	208,248	52,062	260,310
Employment Related Expenses	117,590	Ø	117,590
	$ 480,558	$ 96,172	$ 576,730

Project Benefits

Year One May 1 - December 31, 1987

Total number in full-time employment	61
Total number in part-time employment	61
Total number in paid training	61
	183
Gross social assistance savings 183 X $716.00 X 12 months	$1,572,336.00

Project Cost Benefits

The overall cost/benefits for Regional residents (sole support parents on G.W.A. and F.B.A. is projected to be:

	Year One May 1-Dec 31, 1987	Year Two
Gross Savings	$ 1,572,336	$ 2,653,200
Expenditures	576,730	877,699
Gross Savings	$ 995,606	$ 1,775,501

Conclusion

Through participation in a number of components, the Employment Support Initiatives project will provide 900 to 1000 sole support parents per year in Hamilton-Wentworth vocational and personal counselling, life skill training, community resource information, information and assistance with the development of job search techniques, work placement opportunities, and academic upgrading services. Financial assistance for day care and transportation, as well as an opportunitiy to meet and intereact with other people will also be available.

This proposal clearly addresses the need indentified by community groups expressing their concerns over a lack of co-ordinated services for a large number of unemployed persons in our Region and hopefully will reduce the generational welfare syndrome.

THE REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

Department of Social Services
119 King Street West, 13th floor
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EMPLOYMENT SUPPORT INITIATIVES

DRAFT

February 1987

Prepared by: Employment Services Unit

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INTRODUCTION

In order to be competitive in obtaining employment, an individual must have more than the entrance requirements of being healthy and eager. In today's world, disadvantaged groups in our society, such as sole-support parents on social assistance have barriers which render them either marginally employable or totally unemployable. Barriers which would include low education and skills, child care requirements, lack of experience, and an overall inability to clarify goals or the direction to obtain goals result in individual frustration and continued dependance on social assistance programmes.

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Further, the Employment Support Initiatives Project will assist sole-support parents to develop their employment goals and alternatives within a supportive, non-threatening atmosphere.

The programme design will contain structured parts which are intended to meet the needs of the groups. However, each part will be sufficiently flexible to adjust to the unique aspects of each group.

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The objectives of the programme are difficult to meet but can be achieved by an empathetic, knowledgeable staff within an atmosphere conducive to the elimination of an individual's personal and employment related problems.

1. Title and Location

The Employment Support Initiatives Project is located (somewhere) in Hamilton, Ontario; the mailing address is:

Employment Support Initiatives Project
Regional Municipality of Hamilton-Wentworth
Department of Social Services
P.O. Box 910
Hamilton, Ontario
L8N 3V9

The location of the program should be a separate non-institutional, non-governmental setting which is easily accessible to the clients it will serve. It is felt that such a location would provide a comfortable non-threatening setting which would facilitate program delivery to the clients.

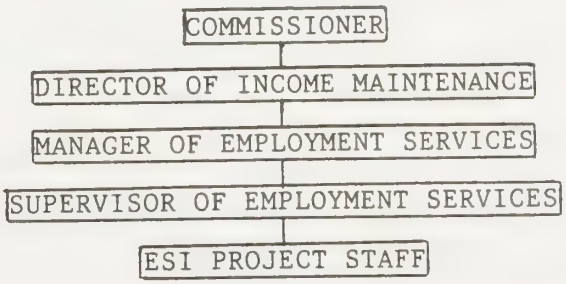
2. Project Auspices

a) The Project reports through the Department of Social Services to:

Programme Supervisor
Ministry of Community and Social Services
119 King Street West, 6th floor
Box 2112
Hamilton, Ontario
L8N 3Z9

b) The Department of Social Services, Regional Municipality of Hamilton-Wentworth is responsible for the operation of the Project.

Organizational Structure



3. Project Goals

a) To provide within a supportive environment, work and life skills training through which individuals have an opportunity to obtain full-time employment.

b) To develop individualized plans through personal assessments.

c) To provide effective counselling in order to lessen an individuals personal problems which would have negative effects on their ability to obtain employment.

d) To liase on behalf of individuals and the programme as a whole with employment services and employers in the community.

e) To provide a follow-up for individuals who have obtained full-time employment and are self-supporting.

The overall goal of the Employment Support Initiatives Project is to assist social assistance clients in achieving economic self sufficiency and therefore, to reduce social assistance costs.

4. Target Group

The programme is designed to serve the following 3 groups:

1 - Sole-support parents who are in receipt of Family Benefits allowance.

2 - Spouses of disabled recipients who are in receipt of Family Benefits allowance or General Welfare Assistance.

3 - Sole-support parents who are in receipt of General Welfare Assistance.

5. Referrals

Individuals are informed during the intake interview that participation is voluntary. Consistent with Social Service Department policy, eligibility for assistance cannot be based on a person's willingness to accept available counselling.

As the target group will either be in receipt of Family Benefits or General Welfare Assistance, it is expected that the majority of referrals will be from the GWA/FBA caseworker.

Outside community agencies will be encouraged to refer individuals from the target group and will be contacted to clarify referral procedures and programme content.

7. E.S.I. Design

The Employment Support Initiatives Project design (chart 1) contains 3 basic parts which are intented to assist in the development of sole-support parents employment and community consciousness.

i) Introductory Interview ii) Assessment Sessions iii) Follow-up

i) Introductory Interview

All FBA and GWA sole support parents, who express a desire to secure meaningful employment, will be interviewed by E.S.I. staff to initially determine the individuals employment strengths and weakness.

It is anticipated that only a small number of individuals will require a limited amount of employment preparation as they are job ready. For these individuals, referrals for child care, to the Job Developer and other community employment agencies will be made at that time.

There will however be many more individuals who are unemployable, not job ready, and require clarification of their employment goals. These individuals will be referred to the assessment sessions in order to fully assess the individuals employment capability. Other individuals may be referred to other programmes as appropriate (See Chart 2).

ii) Assessment Sessions (Chart 2)

The Assessment Sessions are intended as an introduction to the realities of finding and securing meaningful employment for sole-support parents.

During the five days that participants are in class they will, in group format be encouraged to examine individual strengths and weaknesses, employment barriers and a means to overcome them, face the budgetory anxieties of leaving social assistance, their fear of failure, and an introduction to the varied community agencies within this Region.

Further, the assessment session will provide for the individual a time table for job search activity as well as resumé preparation and role playing in preparation for employment interviews.

It is expected that for most individuals, the Assessment Services will provide an adequate base from which they can achieve an employment goal.

Many individuals will be referred to the Job Developer, C.E.I.C. or Community Agencies and secure employment. Other individuals will find that further pre-employment preparation is required and will be referred to the appropriate community agency with a clear understanding of what the agency will provide and how it meets the needs of their employment goal.

It is expected that there will be 3 groups per month. Each group will contain between 15 and 20 individuals (Between 900 and 1000 individuals per year.)

Each individual will present themselves with differing employment strengths and weaknesses. Areas of concern would include an individual's education, work experience and job skills. Further, other significant areas that would be addressed and identified would include: an individual's motivation, personal and family problems, child care requirements, and self-image. As it is important to significantly reduce these employment barriers, each individual will have a specific plan prepared by the Employment Support Initiatives staff with the goal of increasing the individual client's employment potential.

Individual testing of literacy and numeracy level will be determined through completion of the Wide Range Achievement Tests (WRAT). Further, individuals will also undertake the Wide Range Interest - Opinion Test (WRIOT) and/or complete the occupational interest test "Place".

Individuals who require assistance that is beyond the scope of the Employment Support Initiatives programme will be referred to other appropriate agencies.

iii) Follow-up

An integral part of the E.S.I. project will be the provision of follow-up on all participants whether they are in active job search, training, upgrading programs or employment. Clients will be contacted on a regular basis to provide support and encouragement, monitor their progress towards self-sufficiency, and indentify and alleviate any problem areas that may exist. This will be especially crucial during the initial phase of employment or training, as it is anticipated that most crisis situations will surface during these transitional periods.

Contact with employers and training/educational institutions will be conducted in conjunction with client follow-up to determine the appropriateness of the employment/training placement. Where the need arises, an alternative employment or training plan may be implemented.

Project participants will be encouraged to develop support networks - friends, relatives, peers - as these groups can be a valuable source of support and information. Clients who have achieved financial independence will be invited back to the E.S.I. Centre (e.g. Alumni Association) to share their experiences with the group and provide advice, motivation and inspiration.

Employment counsellors will be expected to maintain and assist clients, who find employment for up to 6 months. It is expected that only a few exceptional cases would require Employment Support Initiatives assistance beyond the 6 month period for clients who are fully employed.

8. Group Counselling

Group counselling for Employment Support Initiatives clients is directed at providing a base of employment information which the client will use to reduce their dependence on social assistance.

Areas of information/concern will include:

- available community resources
- job search techniques
- resume preparation
- assertiveness training
- career goal identification
- problem solving techniques as related to family and work
- motivation

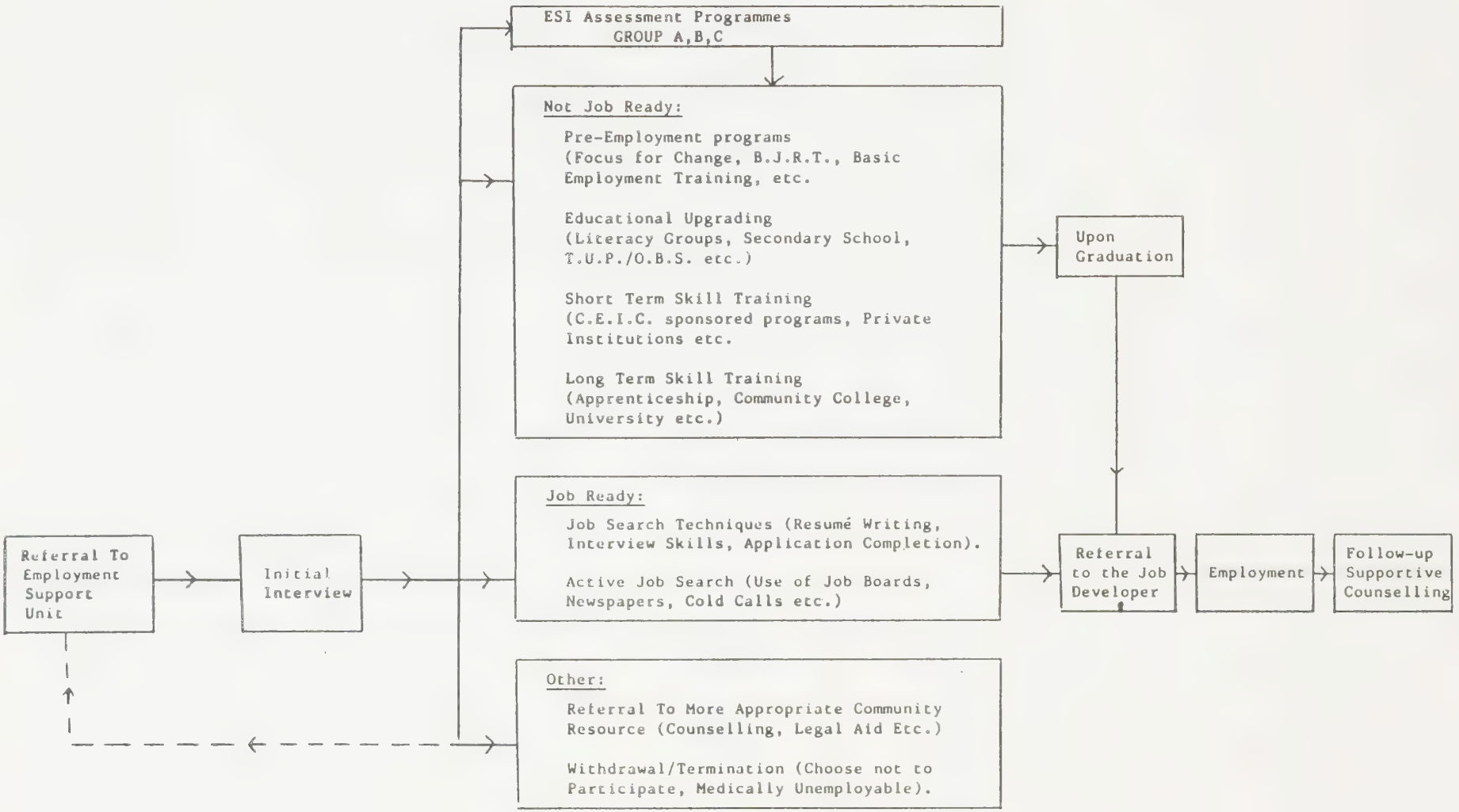
9. Individual Counselling

In conjunction with group counselling, individual counselling will be provided in order to address specific problems which prohibit the individual from achieving their employment goal.

Areas of individual concern will include:

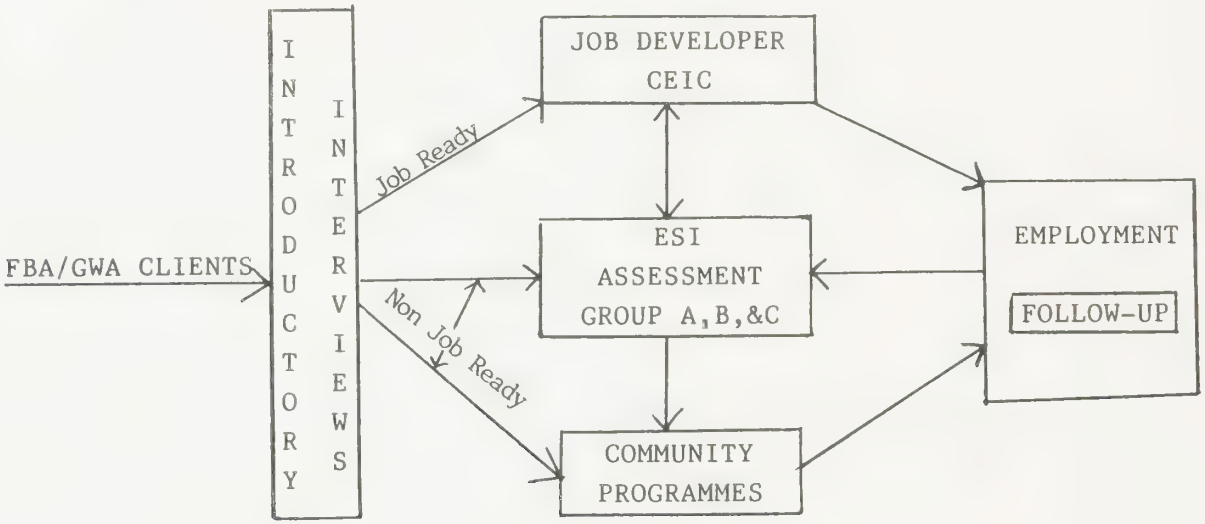
- in depth career goal initiatives/direction
- final resume preparation
- resolution of individual concerns which relate to family and work
- further clarification and reinforcement of the individual's position in relation to their leaving social assistance for economic independance

Programme Participants Progress

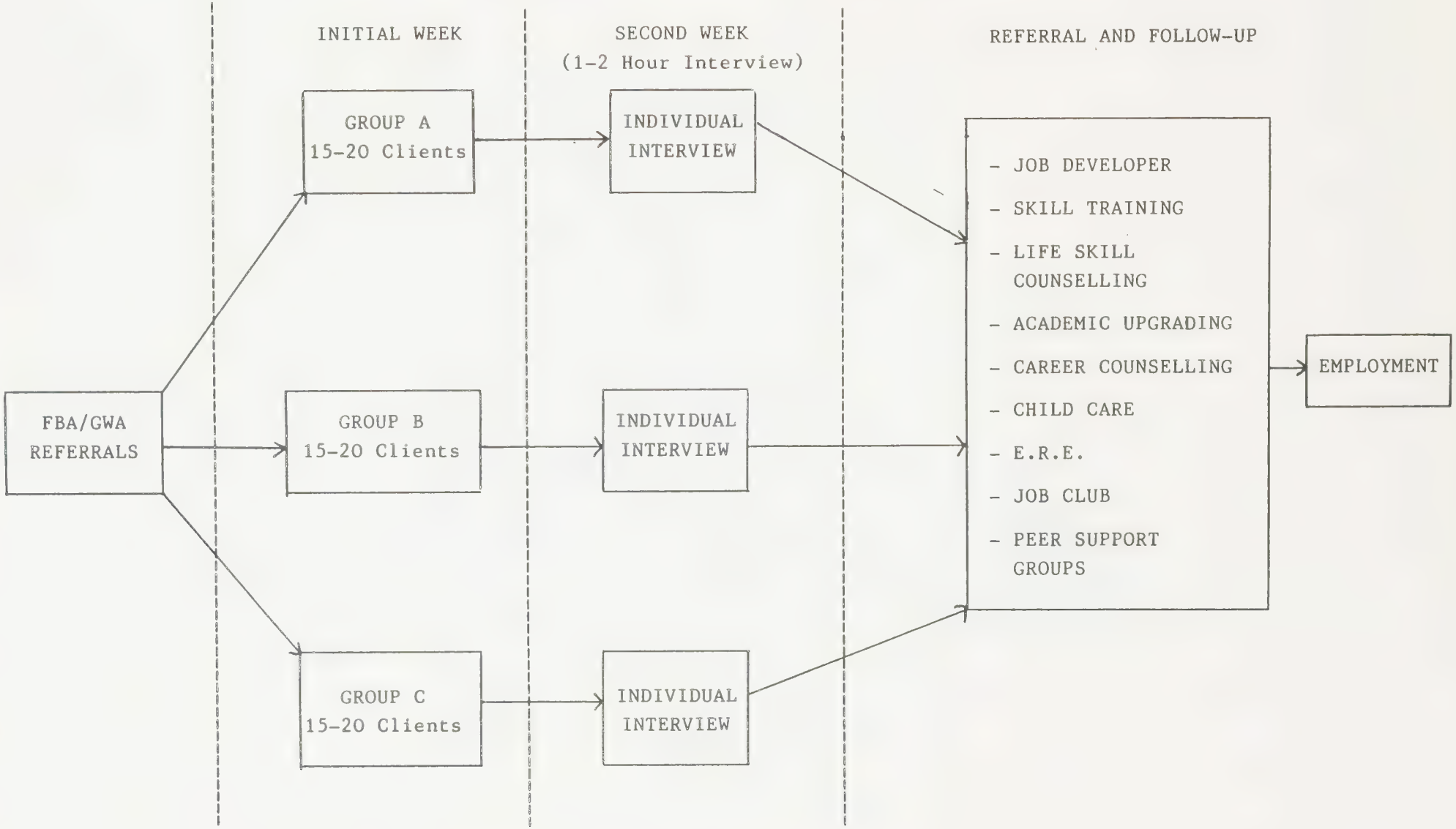

ESI Assessment Programmes
GROUP A,B,C
Not Job Ready:
Pre-Employment programs
(Focus for Change, B.J.R.T., Basic Employment Training, etc.
Educational Upgrading
(Literacy Groups, Secondary School, T.U.P./O.B.S. etc.)
Short Term Skill Training
(C.E.I.C. sponsored programs, Private Institutions etc.
Long Term Skill Training
(Apprenticeship, Community College, University etc.)
Upon Graduation
Job Ready:
Job Search Techniques (Resumé Writing, Interview Skills, Application Completion).
Active Job Search (Use of Job Boards, Newspapers, Cold Calls etc.)
Referral To Employment Support Unit
Initial Interview
Referral to the Job Developer
Employment
Follow-up Supportive Counselling
Other:
Referral To More Appropriate Community Resource (Counselling, Legal Aid Etc.)
Withdrawal/Termination (Choose not to Participate, Medically Unemployable).

EMPLOYMENT SUPPORT INITIATIVE

DESIGN



EMPLOYMENT SUPPORT INITIATIVES PROJECT SESSIONS



ACTIVITY SCHEDULE

DAY 1

9:00 - 10:30 **INFORMATION SHARING SESSION**

"Why are we here?"

"Who are we?"

Objective: Goal Setting - (Group)
- short-term goals for the workshop
- long-term goals for employment, life style, etc.

10:30 - 10:45 B R E A K

10:45 - 12:00 "Who am I?" - participant examines herself in a slightly different way. Listing different roles the individual plays during the course of her day and ranking them in order of importance;

Example:

Now	One Year From Now
Mother	Mother
Daughter	Wage Earner
Coach	Daughter
Church Member	Coach
	Church Member

1:00 - 2:00 **GENERAL SKILLS ANALYSIS**

What skills do I have?

What kind of work have I performed successfully?

Do I have natural skill or ability?

What kinds of machines or tools am I able to use?

What are the things I really like to do?

What are the things I don't like to do?

2:30 - 2:45 B R E A K

DAY 1 - Cont'd.

2:45 - 4:00 CONSIDERATION IN CAREER CHOICE

Looking at the whole person - "Who am I?"

- education and training
- interests
- acquired skills
- potential skills
- social and economic factors
- personal traits
- leisure time activities
- physical capacities

DAY 11

9:00 - 10:30 SETTING OF INDIVIDUAL GOALS

What does each participant hope to get out of their involvement with the program?
Looking briefly at employment goals as well as considering any barriers that must be overcome to meet these goals.

10:30 - 10:45 B R E A K

10:45 - 12:00 EXAMINING BARRIERS TO GOAL ACHIEVEMENT

"What could go wrong?"
(self-analysis, biographical, information sharing, i.e. goal of workshop is "to prepare for job search")

Barrier is "I don't have a skill to offer employers"
or "my history of not working steadily is held against me"
or "I don't know what job I could do"
or "day care, transportation, etc."

1:00 - 2:30 DISCUSSION OF MEANS OF OVERCOMING BARRIERS

Participants will review barriers mentioned and discuss possible ways of overcoming barriers or solving problems that prevent goal achievement, i.e.,
Barrier is "lack of proper day care for child"
Solution is "investigate various day care programs available to the individual, i.e. Regional day care or informal day care arrangements."

2:45 - 4:00 SOCIAL ADJUSTMENT

Looking at a woman's dual role as "mother" and "wage earner":
- internal conflicts
- "am I neglecting my child?"

Anxieties
- how can I cope with this new role without creating undue stress to myself?

DAY 11 - Cont'd.

Fears

- am I leaving something I know for something I don't know?
- demystification process
- setting up support systems
- fear of failure
- fear of success - having additional responsibility

DAY 111

9:00 - 10:00 BUDGET REQUIREMENTS

Catholic Social Services/Family Services representative

How much money do I need to support my family?

- review long-term goals

10:30 - 11:00 THE LABOUR MARKET

- Citizen Action Group
- general information re: the labour market in the Hamilton-Wentworth Region
- wage scales for different types of occupations

11:00 - 12:00 SLIDE PRESENTATION

"Count Yourself In"

- outlining different programs and services available for women from C.E.C.'s

Discussion of Slide Presentation

- a look at educational requirements necessary for different jobs and programs.

1:00 - 2:00 NON-TRADITIONAL OCCUPATIONS

"They Pay Better"

- the number of women involved in this type of work has greatly increased during the past few years

"Why?"

- higher pay
- better benefits
- more choice
- more job satisfaction, etc.

(most women working today will work for at least 25 years; why not do a job you enjoy and are paid well to do it?)

2:00 - 4:00 Representative from CEIC/Mohawk

Women in Technology and Trades

- am I suited for this course?
- film
- discussion, question and answer period

DAY IV

9:00 - 4:00 MEANS OF CAREER EXPLORATION

"Place"

- an extensive workbook exercise intended for use by clients and counsellors alike, for finding solutions to employment related problems.

- The five topic areas to be covered include:
  - A - Identifying your occupation
  - B - Fitting the requirements
  - C - Getting the job
  - D - Doing well on the job
  - E - Personal needs

DAY V

9:00 - 10:00 GETTING ORGANIZED

- timetable for job search activity
- having a plan deciding what employers to approach

10:15 - 12:00 PREPARING A RESUME

- discussion of what is required on a resumé
- individual attention while preparing a resumé
- completing an application
- the covering letter

1:00 - 2:00 PREPARING FOR AN INTERVIEW

- role playing
- interview simulation with video replay
- know yourself
- confidence building

2:00 - 2:15 SETTING AN APPOINTMENT TIME FOR INDIVIDUAL DISCUSSION

2:15 - 3:30 KEEPING A JOB

- discussion of appropriate behaviour on the job
- general tips on getting ahead on the job

3:30 - 4:30 TOUR OF C.E.I.C.

***

Participants may return for follow-up and obtain assistance from staff members on an ongoing basis

***

POST INITIAL WEEK ACTIVITY

Following the initial Week Activity Schedule, the participants should have a general knowledge of where they are in terms of personal aspirations.

The initial 5 day training period provided employment information and guidance in group format. Each participant will have a personalized interview with their ESI counsellor in the first week following the training period. The interview provides clarification of any problems which remain unaddressed and for individual guidance and referral.

The back-drop has been provided, the information has been delivered, and hopefully the frustration level has been greatly reduced.

At this stage the participants can see tangible support networks envolving which will allow them to feel comfortable in sharing experiences that may have occured in their lives with other individuals who are facing similar situations.

Each participant will begin her own personalized plan at this point. She will be free to choose when and how often to return to the E.S.I. project, where staff members will be available to help solve any problems that arise.

It must be emphasized that each participant be allowed as much time as required to develop the skills required to attain self-sufficiency.

In some cases this process may take longer than in other cases; therefore, participants should not be made to feel that they must meet a "deadline". This would only serve to increase unnecessary stress which might eventually destroy any progress which had been made.

JOB SEARCH ACTIVITIES

Clients who have completed group and individual counselling, and who are ready to seek and accept full-time employment, will be assisted by the E.S.I. Counsellor and Municipal Job Developer. The Job Developer will contact private sector employers to explain the E.S.I. program and determine their employment needs. He/she will also liaise with employment related agencies such as the Canada Employment Centre. The Job Developer will match job ready clients with existing suitable job openings.

Job search activities will be co-ordinated at the E.S.I. Centre. The Centre will act as a "home base" for clients where they will receive support and encouragement from both staff and peers, as well as job leads from the Job Developer and other sources such as newspapers, advertisements, job postings and industrial indexes.

Clerical staff will be available to type letters of introduction and up-date resumés. Clients will be encouraged to contact the Centre on a regular basis, especially if any problems arise.

Group or individual counselling will still be readily available to any individual who experiences difficulty and requires further refinement or assistance in a particular area, i.e. interview techniques. The group activity may, on occassion, develop into a job club.

EMPLOYMENT-RELATED EXPENSES

Funds will be provided to E.S.I. participants to assist with the cost of job preparation, search and acceptance.

Eligible expenses will include such items as:

- Transportation Costs - bus tickets or the cost of gasoline while attending pre-employment groups, training and upgrading programs, job seeking.

- Personal Items Required for Job Search or Job Acceptance - clothing, grooming items, work boots, glasses, uniforms.

- Supplies - newspapers, envelopes, stationary, postage stamps.

- Services - typewriter rental, printing of resumé, introductory and thank you letters.

- Course Costs - tuition and books.

E.S.I. staff will determine and approve eligible employment related expenses for each project participant. Wherever possible, clients will be required to provide receipts. Reviews will be conducted on a regular basis to determine continued need and assure appropriate use of project funds.

EMPLOYMENT SUPPORT INITIATIVES STAFF REQUIREMENTS

In order to adequately and effectively provide an Employment Support Service to sole support parents, it is recommended that the following number of staff be hired.

Supervisor	1
Group Counsellors	6
(Regional Staff 5)	
(Provincial Staff 1)	
Clerical	1
TOTAL	8

PROGRAM DELIVERY

Staff selection for the project should be made from personnel in the Regional Social Services Department. These people will have the knowledge of the needs and problems of the target population, the relevant legislation, as well as the community resources available. Further, the Ministry of Community and Social Services Mothers Employment Counsellor would be a valued addition to the E.S.I. staff not only as as E.S.I. Counsellor but also as a liaison with FBA staff. External hiring should be considered only when present staff do not possess the required skills, expertise and qualifications for the job.

The Employment Support Initiatives Project is seen as an expansion of our existing Employment Services Unit. It should, therefore, be administered, co-ordinated and supervised internally to maintain its close ties with the Employment Services Unit. The E.S.I. project would be able to utilize and expand on the existing extensive network of E.S.U. contacts with community agencies and employment-related organizations. Staffing of the program should, for the most part, be internal, as it is imperative that they be familiar with the nature and needs of the target group and relevant legislation.

It is expected that each of the 6 employment counsellors would maintain a basic caseload of 120 clients. This is however a minimum number as the year one goal for the entire project is 915 clients.

Some services required by the program could be purchased from other agencies, where it would not be feasible or cost effective to deliver them internally. Primarily, these would take the form of diagnostic testing, vocational evaluation , courses of instruction in specialized workshops.

COMMUNITY LINKAGES

INTRODUCTION

In 1978 the Job Placement and Training Program was instituted by the Ministry of Community and Social Services (Hamilton). Since that time, liaisons have been formed with several community resources. The following constitutes a list of the current agencies receiving referrals from the Job Placement Program. These include federal, provincial, municipal private sector agencies. A brief summary of services provided is given.

1. Canada Employment and Immigration (C.E.I.C.)

   Description of Program:

   - Registers employers' job vacancies - Job Information Service
   - Marketing of clients through employer contacts and bulletins
   - Testing services - aptitudes, interests, or diagnostic
   - Individual employment counselling
   - Creative Job Search Techniques (CJST) Sessions
   - Purchase of seats in courses
   - Funds for on the job training: CMITP, WAT
   - Funds for relocation in some cases
   - Canadian Jobs Strategy - funding for job creation and wage subsidy

2. Women Into Trades and Technology (W.I.T.T.)

   Mandate: To re-introduce, re-educate and re-direct women to future employment and/or training in the skilled trades and technologies.

   Description of Program:

   The 8 week component gives the student the opportunity to assess her interest, aptitude and personal suitability for non-traditional occupations.

3. Citizens Action Group (C.A.G)

   Mandate: To provide employment preparation and counselling services for the hard-to-employ, specifically 4 target groups:

   1) youth 15-24 (Y.E.C. - Youth Employment Centre)
   2) welfare recipients and sole support parents
   3) ex-psychiatric patients
   4) ex-offenders on probation

Description of Program:

1) employment preparation and counselling
2) access to aptitude, interest and vocational testing
3) access to skill training programs
4) access to on-the-job work assessment program
5) employer information sessions and industrial tours
6) job placement and follow-up.

3A. Hamilton Help Centre

Mandate: To provide employment preparation and counselling services for individuals between 25 and 65 years of age. The Hamilton Help Centre staff is supplimented by two Social Service Workers.

Description of Program:

1) employment preparation and counselling
2) access to aptitude, interest and vocational testing
3) access to skill training programs
4) access to on-the-job work assessment program
5) employer information sessions and industrial tours
6) job placement and follow-up.

4. V.R.S., P.A.T.H.

Mandate: (V.R.S.) This program is a service to restore, develop, improve and enhance the working ability of disabled persons to the point where they can become established in gainful employment.

Description of Program:

- assessment
- retraining
- counselling
- placement

Mandate: (PATH) PATH is an employment service directing the physically disabled to employment opportunities.

Description of Program:

In-depth counselling, resumé and job application preparation is offered together with manpower training programs all aimed at preparing clients for employment.

5. Focus for Change

Mandate: To prepare women on social assistance for re-entry into the world of career planning and to facilitate employment or educational goals which will lead to future employment.

Description of Program:

Students spend the morning working at their own speed on an individual basis in basic Math and English. The Life Skills segment occurs in the afternoon and is a group exercise. The five areas examined in Life Skills are: Job, Self, Family, Community & Leisure. Special emphasis is given to the job and Self segments. Students will study job search techniques, resumés, interview skills, completing application forms, letters of application, etc. with the goal of becoming more effective in their own attempts to seek employment. Each student will complete at least one work exposure session as part of F.F.C. (Focus for Change).

6. Mohawk College, Saltfleet Campus:

Description of Program:

- Academic testing
- Upgrade math and English to community college entrance level
- Guidance Department
- Skill courses

7. Hamilton Board of Education:

Description of Program:

Various courses available for day or night and an option to attend secondary school classes.

7A. Southview School

Description of Program:

To assist adult students in academic upgrading from grades 1 through 13. Day and Night Courses are available.

8. Hamilton Roman Catholic Separate School Board

Description of Program:

Various courses available for day or night and an option to attend secondary school classes.

8A. St. Charles Schools

Description of Program:

To assist adult students in academic upgrading from grade 1 through 13. Day and Night Courses are available.

9. English as a Second Language

Description of Program:

- Mohawk College (night program)
- Hamilton Public Library (day program)

10. L.O.N.A.R.

Mandate: LONAR is a work activity program whose main purpose is social rehabilitation.

Description of Program:

- Work experience
- Academic upgrading
- Social/recreational components
- Counselling

Outcomes for participants are employment, training and further education leading to employment.

11. Literacy Council

Description of Program:

Home tutoring of illiterate persons.

12. Mohawk College (Fennell Campus)

Description of Program:

- Post secondary education
- Certificates and diplomas awarded

13. McMaster University

Description of Program:

- Post secondary education
- Bachelor of Arts degrees awarded

ɔgram Name	Number of Seats	Maximum Number of Weeks	Functioning Grade Level at entry (approx.)	Objective of Program	Client Profile	Program Location
RT - Native	12	20 (Continuous Intake)	6+	- Direct employment in the local urban environment. - Employment via training programs. - Other post-secondary training particularly training which leads to competitive employment.	- Native student (status or non status) who can benefit from life skills, work placement and academic improvement.	Brantdale Campus Hamilton, Ontario
cus For Change F.F.C.)	36	20 40 (Continuous Intake)	6+ 0-6	- To enable women on G.W.A. or F.B.A. to enter into employment via training programs, direct access to employment, skill training programs, or other post-secondary training. - To encourage women to consider non-traditional employment training options.	- The woman on G.W.A. or F.B.A. who is motivated to re-enter the work force and who can benefit from exposure to academic improvement, life skills and work placement.	Brantdale Campus Hamilton, Ontario
cus For Change F.F.C.)	12	"	"	" " "	" " "	Kiwanis Boys Club (East End) 45 Ellis Avenue Hamilton, Ontario
cus For Change F.F.C.)	24	20 40 (Continuous Intake Within - Sept. - June time frame)	"	" " "	" " "	Brant-Queen Campus Brantford, Ontario

MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY

OVERVIEW - JOB READINESS TRAINING PROGRAMS

ogram Name	Number of Seats	Maximum Number of Weeks	Functioning Grade Level at entry (approx.)	Objective of Program	Client Profile	Program Location
sic Employment aining (B.E.T.)	30	26 (Continuous intake)	0-6	- Direct employment in a job with minimal entry level requirements. - Employment via W.A.T., C.A.P., etc. B.E.T. students do not enter skill programs, generally.	- The student whose biggest barrier to employment is illiteracy; however the greatest impact will be in the area of life skills (goal-setting, problem-solving, etc.) and work placement. - Not for the student requiring academic upgrading only.	Brantdale Campus 15 Brantdale Avenue Hamilton, Ontario
ısic Job eadiness raining B.J.R.T.)	44	12 (Possible Extension) (Continuous intake)	6-10	- Direct employment. - Employment via training programs. - Small percentage to skill training programs.	- The student whose barriers to employment may include: poor work history, behavioural and/or attitudinal problems, lack of appropriate employment goals.	Brantdale Campus Hamilton, Ontario
asic Job eadiness raining B.J.R.T.)	24	"	"	" " "	" " "	Brant-Queen Campus Brantford, Ontario
asic Job eadiness raining-III B.J.R.T.-III)	10	40 (Continuous intake)	6+	- Direct employment. - Employment via training programs. - Skill training programs where appropriate.	- Student with a severe barrier to employment such as: history of addiction or substance abuse, incarceration or emotional problems who can benefit from life skills, work placement and academic improvement, but may need a longer time frame than B.J.R.T.	Brantdale Campus. Hamilton, Ontario

Program Name	Number of Seats	Maximum Number of Weeks	Functioning Grade Level at entry (approx.)	Objective of Program	Client Profile	Program Location
Women Into Trades & Technology (W.I.T.T.)	24	8 or 18 (Determined on an individual basis)	Open	- To re-introduce, re-educate and re-direct women to future employment and/or training in the skilled trades and technologies.	- The motivated woman with definite interest in the non-traditional areas of employment, who is able to utilize written resource material in a self-directed way.	Wentworth Campus Hamilton, Ontario
Training the Handicapped Adult in Transition (T.H.A.T.)	20	40 (September-June)	Open	- To aid each student to move toward his/her maximum potential by offering opportunities for personal growth, possible development of a more stable economic future and continued academic progress.	- The physically and/or mentally handicapped adult who is capable of benefitting from academic upgrading, life skills and possible work placement.	Chedoke Campus Hamilton, Ontario
Ontario Basic		52	Open	– To aid students in Basic Education		

Inquires for all programs may be directed to:

Jay Moore, Co-ordinator (Acting) Job Readiness Programs or
Anne Hemsworth (Acting) Job Readiness Programs

at 15 Brantdale Avenue
Hamilton, Ontario
L9C 1B6

Telephone: (416) 575-2228

CASE PLANNING COMMUNITY SERVICES GUIDE

	Advocacy & Legal Assistance	Alternatively-Abled	Counselling: Addiction - Alcohol & Drug	Counselling: Budget, Credit, Debt	Counselling: Crisis	Counselling: Family	Counselling: Health Care	Counselling: Individual	Counselling: Sexual Assault	Child Care	Education	Employment Services	E.S.L./Mulricultural	Food	General Information	Housing/Shelter	Pre-Employment Training: Life Skills	Pre-Employment Training: Literacy/Upgrading	Pre-Employment Training: Job Search Techniques	Placement	Retraining	REFERRAL PROCEDURES
Adolescent Community Care						*		*								*	*					524-2501
Alanon/Alateen/Alcoholics Anonymous			*			*																522-1733 self-referral (Alan/Alat) 522-8392 self-referral (Alc.Anon)
Alcohol & Drug Assessment Services			*																	*		521-4811 self-referral
Alternatives For Youth			*		*			*									*					527-4469
Amity		*																		*	*	526-8481
Basic Employment Training											*						*	*	*	*		Complete C.E.I.C."Referral
Basic Job Readiness Training											*						*	*	*	*		Form to Counselling"
Native Basic Job Readiness Training											*						*	*	*	*		
Board of Education: Catholic											*											525-2930 Ext. 184
Hamilton											*											527-5092 Ext. 347
Wentworth											*											523-8621
Bold Park Lodge			*																			528-1504
Canada Employment & Immigration Centre												*							*		*	572-2221
Casual Labor Office																				*		523-2247/523-2237
Catholic Children's Aid Society					*	*				*												525-2012
Catholic Social Services				*		*		*														527-3823/Self Referral
Chedoke Alcohol Treatment & Education			*																			388-0240
Children's Aid Society					*	*			*	*												522-1121
Citizen's Action Group												*							*		*	528-9803
Community Information Services					*		*			*					*		*					528-0104

CASE PLANNING COMMUNITY SERVICES GUIDE

	Advocacy & Legal Assistance	Alternatively-Abled	Counselling: Addiction - Alcohol & Drug	Counselling: Budget, Credit, Debt	Counselling: Crisis	Counselling: Family	Counselling: Health Care	Counselling: Individual	Counselling: Sexual Assault	Child Care	Education	Employment Services	E.S.L./Multicultural	Food	General Information	Housing/Shelter	Pre-Employment Training: Life Skills	Pre-Employment Training: Literacy/Upgrading	Pre-Employment Training: Job Search Techniques	Placement	Retraining	REFERRAL PROCEDURES
Community Psychiatric Services							*															Referral Through Their Family Doctor
Correspondence Education											*											1-965-2657
Dundurn Legal & Community Services	*														*							527-4572
Elizabeth Fry Society																*						527-3097
Family Benefits		*																				521-7280
Family Services				*		*		*														523-5640/Self Referral
Focus For Change											*						*	*	*	*		Complete C.E.I.C. "Referral to Counselling Form"
Hamilton Detox Centre			*																			527-9264/527-9265
Hamilton & District Literacy Council											*											529-9907
Hamilton East Kiwanis Non-Profit Homes Inc.																*						545-4654
Hamilton Native Women's Centre							*															522-150[illegible]
Hamilton Public Library											*							*				529-8111
Hope Haven							*															547-1815
Jewish Community Centre		*																		*		528-8577
John Howard Society of Hamilton	*											*				*						523-7460
Kirkendall - Strathcona													*									528-8485
L.O.N.A.R.											*						*	*	*	*		525-8240
McQueenston Legal & Community Services	*														*							545-0442
Mission Services		*														*						Sheltered Workshops: 528-4211/Mens Service Inasmuch House: 529-[illegible]49/Division: 528-7635
Mohawk/McMaster I[illegible]rmation													*						*	*	*	522-3361 & 575-1[illegible] Ext. 3174

CASE PLANNING COMMUNITY SERVICES GUIDE

	Advocacy & Legal Assistance	Alternatively-Abled	Counselling: Addiction - Alcohol & Drug	Counselling: Budget, Credit, Debt	Counselling: Crisis	Counselling: Family	Counselling: Health Care	Counselling: Individual	Counselling: Sexual Assault	Child Care	Education	Employment Services	E.S.L./Multicultural	Food	General Information	Housing/Shelter	Pre-Employment Training: Life Skills	Pre-Employment Training: Literacy/Upgrading	Pre-Employment Training: Job Search Technique	Placement	Retraining	REFERRAL PROCEDURES
C.A.P.																			*	*		575-2177/Self Referral
Ontario Housing Corporation																*						Clients Pick Up Application on 7th Floor, 119 King Street West
Pastoral Counselling Centre			*			*		*														529-5400
P.A.T.H.		*										*							*	*		545-3475/545-1448
Residential Services																*						526-4341
Red Hill's Children Centre										*												526-4401
Renew Community Project																				*		521-9595
St. Matthew's House	*			*		*		*						*		*	*					523-5546
Salvation Army						*								*		*						521-1660
Saltfleet Mohawk																	*	*		*		662-3700
Sexual Assault Centre of Hamilton-Wentworth								*	*	*												525-4573
Telecare				*				*		*					*							525-8611/Self Referral
Third Sector																				*		Refer to Employment Placement Division 526-4398
Training the Handicapped in Transition																				*	*	575-2228 For Screening date & Complete Referral Form
Urban Native Homes Incorporated																*						Complete application form at Hughson Street
Victoria Park Community Homes Inc.																*						Complete application form at 155 Queen St. North
Vocational Rehabilitation Services		*						*													*	Submit VRS Medical Form 4 & referral form to VRS Office
Women Into Trades & Technology																			*	*		575-1212 Ext. 3192
Youth Employment Centre												*									*	522-4902

14. On-the Job Training

Description of Program:

A) Apprenticeship

- mainly non-traditional
- must write exam and meet educational expectations
- limited occupations
- long-term training

B) Futures

- administered by Citizens Action Group (Youth Employment Centre)
- 16-24 years of age
- pays $4.35/hour to participant for up to 52 weeks
- pays $100.00/week during pre-employment phase
- experience on the job

C) Social Service Employment Program

- administered by the Ministry of Community and Social Services
- entry level employment for job ready social assistance recipients who are either single parents or disabled.

15. Helping Hands

Mandate: 1) To provide employment for recipients of social assistance.

2) To provide non-professional home maintenance services to elderly, physically handicapped and low-income persons living own or rented accommodation. This program enables many to remain in their own living environment for as long as possible, thus preventing institutionalization.

CHILD CARE

One of the major barriers which inhibit sole support parents from entering the labour market is the availability of child care.

Child care requirements are administered by the Support Services Division of the Social Services Department through the Day Nurseries Act.

Employment Support Initiative participants who are involved in the program can be provided with child care assistance. This assistance may be in Child Care Centres, Private Home Child Care or purchased child care services through two homemaking agencies. The type of assistance provided will be determined by individual needs and circumstances.

Prior to entering the project, the counselling staff will arrange, when necessary, a child care interview with a representative from the Support Services Division of Social Services.

Traditional child care services such as Child Care Centres and Private Home Child care will likely meet the immediate needs of sole support parents. There may, however, be circumstances which require the child care assistance provided through a purchase of service.

Child Care information will be provided in greater depth for those individuals who participate in the 5 day session.

The number of children requiring child care while their parents are involved in the program would approximately be 624/year.

The largest percentage of child care costs would be directed toward children between the ages 0 to 6 years. The approximate number of children in this category 444/year.

The number of children, 7 to 12 years of age, who would require child care 180/year. These children would normally be provided child care in Private Home situations.

There are also a few children who will require the child care services of a Homemaker Agency. An estimated number would 4.5 per year.

Although the total amount of children requiring Child Care will be approximately 450 per year, the actual number that will be in care at any one time will likely be 38. It is expected that turnover will be affected by individuals entering training/upgrading with Child Care provided as part of the training/upgrading package, or through employment, not requiring subsidized Child Care.

APPENDIX A

EMPLOYMENT SUPPORT INITIATIVE PROJECT STAFF DUTIES

STAFF DUTIES

Employment Support Initiative Project

Supervisor

- reports directly to the Manager of Employment Services
- selects staff for Project vacancies
- schedules work for Project staff
- trains staff as required
- develops and maintains effective community liaison
- assists in budget preparation
- prepares reports and statistical information
- ensures efficient file control and other administrative procedures
- establish counselling, referral, rehabilitation, practices and procedures

Group Counsellor

- reports to the Project Supervisor
- provides intake, assessment, orientation to clients
- provides individual and group personal/vocational counselling
- assists in the planning and organization of pre-employment programs
- assists in job search efforts
- assists in registration in upgrading or skill training program
- maintains a close liaison with community agencies
- provides effective client follow-up

Clerical

- reports directly to the Project Supervisor
- completes all general clerical duties
- files and types all documents and reports
- types resumés and employment related documents
- answers the telephone
- schedule appointments for staff
- maintain and updates the job board

APPENDIX B

BUDGET DETAILS

BUDGET - YEAR ONE

8 MONTH
MAY 1 - DECEMBER 31, 1987

Salary	$117,300.00
Benefits	21,400.00
Staff Development	1,700.00
Telephone	2,000.00
Rent	12,800.00
Office Supplies	2,300.00
Office Equipment (ie: photocopier rental etc.)	1,200.00
Office Furnishings (furniture/offices non-recurring costs)	25,600.00
Janitorial	1,700.00
Staff Travel	1,300.00
Printing/Advertising	1,000.00
Postage	2,000.00
Personnel - Chargeback	1,300.00
Finance - Chargeback	3,300.00
Newspaper	100.00
Visual Equipment (non-recurring cost)	3,000.00
Solicitor - Chargeback	830.00
TOTAL	$198,830.00

Provincial	$ 154,720
Regional	44,110
	$ 198,830

EMPLOYMENT SUPPORT INITIATIVES SALARIES - YEAR ONE (MAY 1-DEC. 31, 1987)

			Provincial	Regional
			80%	20%
Supervisor	Salary	$22,000		
	Benefits	4,033		
	Total	$26,033	$20,826	$5,207
5 Counsellors*	Salary	$ 83,333		
	Benefits	15,200		
	Total	$ 98,533	$ 78,826	$19,707
1 Clerk	Salary	$12,000		
	Benefits	2,167		
	Total	$14,167	$11,334	$ 2,833
TOTAL		$138,733	$ 110,986	$ 27,747

EMPLOYMENT SUPPORT INITIATIVES SALARIES - YEAR TWO

			Provincial	Regional
			80%	20%
Supervisor	Salary	$34,155		
	Benefits	6,230		
	Total	$40,385	$32,308	$8,077
6 Counsellors*	Salary	$155,250		
	Benefits	28,320		
	Total	$183,570	$146,856	$36,714
1 Clerk	Salary	$18,630		
	Benefits	3,400		
	Total	$22,030	$17,624	$ 4,406
TOTAL		$245,985	$196,788	$49,197

EMPLOYMENT SUPPORT INITIATIVES SALARIES

* During the first year, the Ministry of Community and Social Services will provide 100% funding for one employment counsellor. The Project will receive Provincial funding for 5 at 80%. This will bring the total number of counsellors to 6. The fully funded employment counsellor will be the MCSS Mothers Employment Worker.

In the second year, it is expected that the Employment Support Initiatives Project assimilate the position bringing the total number of employment counsellors, funded by the Province at 80% to 6.

Child Care Budget

The Regional Municipality of Hamilton-Wentworth FBA/GWA sole-support parent caseload (September, 1986) is 6,098.

The estimated minimum number of sole-support parents who would participate in the E.S.I. Project would be 15% or 915 per year.

The number of individuals who would require child care assistance would be 50% of the participants or 450 per year - 38 per month.

Child Care Budget - 1 Year (May 1-Dec. 31, 1987)

Child Care Centres

Age	# Of Children	(1986) Daily Cost	(1986) Monthly Cost	(1986) Yearly Cost
0-1	8	$25.00	$4,000	$ 32,000
2-3	18	21.00	7,560	60,480
4-6	30	14.50	8,700	69,600
6-12	22.5	14.50	6,525	52,200
			Total	$ 214,280

Private Home Child Care

The child care cost for Private Home Care is significantly less than that of the Child Care Centres. The daily rates for Private Home Child Care are; Infants are 0-30 months-$13.35 per day, Preschooler age 30 months to 6 years-$11.30 per day, School age children age 6 years to 10 years-$7.60 per day.

Participants within the Employment Support Initiatives Project will be informed of the alternative to the child care provided through the centres, however, it is unlikely that many children will be placed in Private Home Child Care as the available spaces are limited and there is a considerable waiting list.

Purchase of Service Child Care Through Homemaker Services

There will be child care situations requiring the assistance of an agency providing in home child care. The cost of this service is $8.00 per hour. An estimated yearly cost for 3 children would be $46,030.00.

Total Child Care Cost $260,310.00

Employment-Related Costs Budget - 1 Year (May 1-Dec. 31, 1987)

Participant Travel Expenses

a)	Pre-employment Phase 570 individuals x 1 month x $34.00	$ 12,920.00
b)	Active Job Search 345 individuals x 3 months x $34.00	23,460.00
c)	Retraining/Upgrading 153 individuals x 6 months x $34.00	31,212.00
d)	Transportation of Children	10,000.00
e)	Tuition, Books and Supplies	7,000.00
f)	Testing: Diagnostic, Vocational Etc.	3,000.00
g)	Participant Employment related Expenses ie: grooming, clothing, licences	3,000.00
	Total	$ 117,592.00

Non-Recurring Costs

Budget

Office Furniture

1 Secretarial Desk		$ 750.00
1 Secretarial Chair		200.00
6 Regular Office Desks		4,000.00
6 Desk Chairs		1,650.00
7 Floor Slides		500.00
3 Four Drawer Filing Cabinets		2,600.00
1 Two Drawer Filing Cabinet		550.00
2 Work Tables		500.00
20 Conference Chairs		1,200.00
10 Garbage Pails		150.00
1 Book Case		200.00
1 Typerwriter		1,500.00
1 Calculator		280.00
2 Coat Racks		300.00
1 Presentations Aids		300.00
1 Clock		60.00
1 Paper Punch/Pencil Sharpner		100.00
	Sub Total	14,840.00

Other Expenses

Renovations, Repairs, Partitions		10,760.00
	Total	$ 25,600.00

Employment Support Initiatives Project

Total Expenditures - Year One* (May 1- Dec. 31, 1987)

	Provincial	Regional	Total
Operating Expenses	$ 154,720	$ 44,110	$ 198,830
Child Care Expenses	208,248	52,062	260,310
Employment Related Expenses	117,590	Ø	117,590
Total	$ 480,558	$ 96,172	$ 576,730

* 1986 costs

** Budget cost amount does not include the cost of Ministry of Community and Social Services assigned to the project.

*** Budget cost amount includes first year non-recurring costs, ie: office furniture.

Total Expenditures - Year Two****

	Provincial	Regional	Total
Operating Expenses	$ 228,270	$ 65,570	$ 293,840
Child Care Expenses	321,743	80,436	402,179
Employment Related Expenses	181,680	Ø	181,680
Total	$ 731,693	$ 146,006	$ 877,699

**** 1986 + 3%

COST/BENEFITS

In determining the Cost/Benefits of the programme from a Regional perspective, a survey of the Regional Municipalities of Peel, Niagara, Halton, and Waterloo was taken to determine the percentage of participants who were still in receipt of Regional Social Services or had received Family Benefits through the Ministry of Community nad Social Services at the time when they received their first job.

The information received indicated that:

- if the Municipality was integrated (i.e. Waterloo) that at the time of the initial referral, 90% of the clients were in receipt of Family Benefits
- if the Municipality was not integrated the percentage of Family Benefit clients who were referred ranged from 50 to 80%
- the percentage of Family Benefits clients increased to between 75 and 100% at the time of graduation from the project to employment or paid training.

% Of Clients in Receipt Of FBA or GWA

Municipality	% of Clients at Intake		% of Clients Graduation from Program	
	FBA	GWA	FBA	GWA
Halton	50	50	75	25
Niagara	80	20	90	10
Peel	60	40	80	20
Waterloo	90	10	90	10

The high percentage of FBA clients at intake relects the fact that many sole-support parents had either recently separated or had become new mothers and therefore had many emotional/family barriers to overcome while on General Welfare Assistance.

It appears however, that between 10 and 25% of all clients who graduate from the project to paid training or employment are in receipt of General Welfare Assistance (18.3% average).

APPENDIX C

PROGRAMME RESULTS AND PROJECTIONS

Estimated Program Results

Presently, (September 1986) the Regional Municipality of Hamilton-Wentworth combined FBA/GWA caseload totals 6098. It is expected that 15% or 915 individuals will participate in the E.S.I. project.

It must be stressed that the project's aim is to provide individuals with an opportunity to obtain meaningful employment leading to economic independance. The emphasis is on quality of the placement.

Total number of participants 915 per year.

10% or 92 individuals should obtain full-time employment.
10% or 92 individuals should obtain part-time employment.
10% or 92 individuals should enter paid training.
15% or 138 individuals should enter basic education.
25% or 230 individuals should be involved in active job search.
30% or 271 individuals will not complete the programme and remain on social assistance.

Projected Annual Savings

The gross saving achieved from this project must be calculated over a two year period. In doing so, the benefits achieved in the second year is only offset by child care expenses.

The number of sole support f nding full-time employment in the first year (May 1-Dec. 31, 1987) is 61. The second year total should be 100 for a 2 year combination of 161 full-time employment placements obtained by soles support parents.

The number of sole support parents obtaining part-time employment during the first year (May 1-Dec. 31, 1987) is 61. In the second year, the number obtaining part-time employment placements for sole support parents should be 100.

The number of sole support parents enrolled in paid training is expected to be 61 in the first year (May 1-Dec. 31, 1987) and 100 in the second. The combined two year total is 161.

Year One (May 1-Dec. 31, 1987)

Total number in full-time employment		61
Total number in part-time employment		61
Total number in paid upgrading		61
	Total	183

Year Two

Total number in full-time employment		100
Total number in part-time employment		100
Total number in paid upgrading		100
	Total	300

May 1, 1987 to December 1987 Benefits

Clients x monthly entitlement x 1 year
183 x $716* x 12 months =$ 1,572,336

January 1, 1988 to December 31, 1988 Benefits

300 x $737** x 12 months =$ 2,653,200

Gross Savings For Two Years $ 4,225,536

COST/BENEFITS

	Year One (May 1-Dec. 31, 1987)	Year Two
Gross Savings	$ 1,572,336	$ 2,653,200
Gross Expenditures	(576,730)	(877,669)
Gross Saving	$ 995,606	$ 1,775,501

* Average GWA/FBA maximum budget for 1 adult, 1 child 1986
** Average GWA/FBA maximum Budget for 1 adult, 1 child 1986 = 3%

THE REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

SOCIAL SERVICES DEPARTMENT

REQUIRES A

SUPERVISOR, EMPLOYMENT SERVICES (temporary) CALL NO.

Summary of Duties:

Responsible to the Manager of Employment Services for the effective and efficient direction and supervision of the employment services' unit (SSWI, SSWII, clerks, typists); for staff assignments, scheduling, discipline and the control of units.

General Duties:

Supervise and direct employment services' units of the Social Services Department, (Income Maintenance) by:

- assigning and controlling the caseload and duties of each unit member;
- scheduling the work period of the staff and determining overtime and emergency work as required;
- appraising, in writing, the performance of each of his/her staff, recommending increases, transfers, retraining, reassignment of duties, etc.
- disciplining unit members appropriately, for example;
  - recommending discharge for gross dereliction of duty or repeated refusal to heed written or verbal warnings;
  - reprimanding or suspending staff in appropriate situations
- administering the union contract with members of his/her unit;
- maintaining good staff spirit;
- selecting the best candidate for vacancies which occur within the unit;
- training of staff as required.

Review regularly the operation of the unit with Manager of Employment Services and also with the unit staff by:

- checking that all statistical and other records are properly prepared and maintained;
- ensuring that efficient file control and other administrative procedures are maintained;
- discussing cases, and resolving problems which arise, with the manager and/or the staff member.

Conduct unit meetings from time to time to:

- establish counselling, referral, rehabilitation, practices and procedures;
- evaluate the effectiveness of staff-client and other relationships,
- review cases with staff.

Perform other related duties as directed such as:

- developing and maintaining effective liaison with community agencies, employers, clients and provincial/federal departments;
- assist in budget preparation for presentation to the province.

Qualifications:

Graduate of a recognized university with a degree relevant to social service,

or

Graduate of a course in social work from a Community College or post-secondary school institution, and

Minimum of three years in-service experience in social work at the level of SSWII, and

Demonstrated ability to effectively supervise and manage a group of professional Social Service Workers and administrative support staff.

SOCIAL SERVICES DEPARTMENT

Requires A

SOCIAL SERVICE WORKER I - Employment Support Initiatives Project (temporary)

Summary of Duties:

Under direction, determine the eligibility of applicants for financial and residential assistance in accordance with the Provincial related social and health care legislation, Regional policies and procedures, and other statues and regulations thereunder; recommend appropriate budgeting and/or placement, give accurate information on support services, and offer any other guidance to the clients in an appropriate manner.

General Duties:

Carry and maintain a substantial caseload as determined by Supervisor and accurately maintain all records, files, reports, statistics and any other information relevant to the case.

Perform office functions such as receiving and completion of applications for assistance, interviewing clients, processing necessary documentation for consideration and approval, and answering telephone inquiries as required.

Assess the needs of the individual and families for assistance and submit within the statutory and regulatory limits appropriate budgeting/placement for approval and develop a case plan.

Visit homes and residences of applicants as determined by need or Departmental practices to review all aspects of the case and submit appropriate budget changes and/or assessments as required.

Provide supportive advice to individual clients or groups on such items as family budgets, child training, general family functioning, etc.

Make rehabilitative referrals to related community agencies and services, recommending action programs as required.

Perform such other duties as may be assigned by the immediate supervisor which are directly related to the normal job function.

Specific Duties:

Assesses the "employability" of social assistance clients.

- by reviewing client information provided by social service workers and departmental files; information provided by Canada Employment Centre (C.E.C.) registration forms and C.E.C. counsellors;

- by reviewing information elicited from the client during interviews;

- by completing a written report integrating the foregoing information in determining the potential of the client to carry out selected occupations and identification of any possible barriers to employment.

Employment assistance will be provided:

- by referring clients to appropriate employment based on the foregoing assessment. Employment would be defined as that created through government employment development programmes or private sector positions that become available as the economy begins recovery.

- by referring clients to other employment or related services as necessary;

- by providing vocational and personal counselling, individually or in groups;

- by monitoring and completing follow-up on clients on a caseload.

- participate in in-service training and development.

- perform such other duties as may be assigned by the immediate supervisor which are directly related to the normal job function.

P.T.O.

April 4, 1987 ITEM 3.01

TO: Health & Social Services Committee

FROM: M.J. Schuster, Commissioner of Social Services

SUBJECT: Employment Support Initiatives Supplement to the 1987 Budget

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ORIGIN: At the February 26, 1987 meeting of the Health and Social Services Committee, staff were directed to present a proposal for an Employment Support Initiatives Project (E.S.I.) at the next Committee meeting. However, as the next meeting was set aside to review the Budget submission, the presentation will be made at the April 14, 1987 meeting. At this time, this report is intended for committee information.

ANALYSIS: The addition of the proposed E.S.I. Project for the period May 1, 1987 to December 31, 1987 is:

	Provincial Subsidy	Regional Cost	Total
Operating Expenses	$154,720 (80%)	$ 44,110	$198,830
Child Care Expenses	208,248 (80%)	52,062	260,310
Employment Related Expenses	117,590(100%)	0	117,590
Total Cost	$480,558	$ 96,172	$576,730
Total Subsidy %	(83.2%)	(16.8%)	(100%)

Benefits

The overall cost/benefits for Regional residents (sole support parents of G.W.A. and F.B.A.) is projected to be:

Gross Savings (benefits not paid to recipients placed in employment or training)	$1,572,336
Gross Expenditures	576,730
Net Gross Savings	$ 995,606

Effect of E.S.I. Project on 1987 Budget:

	Gross	Net
1986 Social Service Dept. Cost	$63,507,907	$13,339,921
1987 Social service Dept. Submissions	$67,843,725	$14,461,639
% increase	6.82%	8.41%
Addition of E.S.I. Project	$ 576,730	96,172
% increase over submission	.91%	.72%
Total % increase over 1986	7.74%	9.13%

The addition of an E.S.I. project to the Region's Employment Services Unit is intended to fill a referral co-ordinating need identified by employment and training organizations in this Region. The need for a co-ordinating organization which can identify and resolve through referral, the employment barriers faced by Regional residents who are single parents and in receipt of social assistance is of prime importance. This community has many groups which provide pre-employment and employment placements but few social assistance recipients are aware of these resources or face frustration through inappropriate referral.

The initial cost of this project, as it is reflected in other E.S.I. project communities, does not reduce Regional Social Service expenditures as the majority of the beneficiaries are Family Benefits recipients. The ratio of F.B.A. to G.W.A. clients benefitting from such a program is difficult to estimate. It is about 5 to 1 in other communities with an E.S.I. Also, as the project continues, many more General Welfare Assistance recipients will be place or referred to employment or training through the project.

CONCLUSION: Over the next few months staff will be conducting a review of our total Employment Services Unit with the intention of coming to Committee with a recommendation by July 1987 that would incorporate an E.S.I. Project.

Prepared by: James Boles,
Manager of Employment Services Unit.

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